

Information on Emergency Service

Some households have the right to get their first month of food assistance by the seventh day after applying. This is called emergency service. If your household is in one of the situations below, then you may be eligible for emergency service.

- ◆ Your gross monthly income is under \$150 and you have \$100 or less now; OR
- ◆ Your shelter cost (rent, mortgage, utilities) is more than your monthly gross income and the money you have now; OR
- ◆ You are a migrant or seasonal farm worker, and you got your last paycheck from your old employer before you applied for food assistance, and you won't get a paycheck for \$25 or more from a new employer for at least 11 days after you apply for food assistance, and you have \$100 or less right now.

“Money you have now” includes money you have with you, at home, in the bank, or in other forms which you can get easily. We subtract your monthly income from the money you have to determine if you have \$100 or less.

If you are eligible for emergency service, you will have food assistance benefits to use within seven days.

Food assistance is issued by electronic benefit transfer (EBT).

If you get emergency service, additional information and proof may be required to keep getting food assistance after the emergency benefits.

What To Do If You Think You Are Eligible For Emergency Service

An interview will be scheduled after you apply. If you do not have an emergency interview within 2 days after you apply, you may not get emergency service. If you think you should get emergency service, contact your food assistance office immediately. If you have an emergency interview within 2 days after you apply, you may be eligible for emergency service. Ask your worker at the interview whether you will get emergency service.

If you are told now or at your interview that you will not get emergency service, you have the right to appeal by asking for a hearing. You may ask for a hearing in writing or by telling your worker.

When you appeal, you can also ask for a meeting with the county office supervisor. This meeting must be held within two working days after you ask for the meeting. This meeting does not take the place of the appeal hearing, unless you decide the matter has been resolved.

If you know you are moving out of the state soon and you ask for an appeal hearing, be sure to say you are leaving and when. If you do this, we will try to hold the hearing before you leave.